

**MORALE, WELFARE AND RECREATION
STANDARD OPERATING PROCEDURE
FOR HANDLING DISRUPTIVE BEHAVIOR
FORT MONMOUTH, NEW JERSEY**

1. **Introduction.** This SOP establishes the policies for MWR facilities, activities, programs and events in the case of disruptive behavior. Supervisors should ensure adherence to these policies and procedures, with the exception of deviations specified and approved by the MWR Director.

2. **Principles.** Disruptive behavior is any behavior that causes a negative disruption to any MWR facility, activity, program or event, disruptive behavior also includes the mistreatment of MWR staff members or MWR patrons as perceived by the MWR employee or representative that is operating the facility, activity, program or event at the time of the incident.

3. Procedures while on site at Fort Monmouth.

- a. When an MWR patron displays disruptive behavior they will be asked by an MWR employee or representative to stop immediately.
- b. If the first request is not obeyed the patron will be required to leave the facility.
- c. When the patron leaves the facility the employee will write a report describing the disruptive behavior and submit it to the Operations Team Leader. The Operations Team Leader will then write a formal letter of reprimand to the patron.
- d. If a patron receives two letters of reprimand within one year they will be suspended from the facility for a period of time as determined by the Operations Team Leader.
- e. If the patron does not leave the facility when requested by the MWR employee the Fort Monmouth police will be called to physically remove the patron.
- f. If the patron has to be physically removed by Fort Monmouth police they will not receive a letter of reprimand, they will immediately be suspended from the MWR facility for a period determined by the Operations Team Leader and will be informed in writing of the suspension and length of time.

4. Procedures for off site programs (i.e. bus trips).

- a. When an MWR patron displays disruptive behavior they will be asked by the MWR employee or representative to stop immediately.
- b. If the patron does not stop the MWR employee/representative should note the patrons behavior and tell them that upon their return a formal letter of reprimand will be given to the patron and some restriction to MWR facilities, activities, programs or events will be determined by the Operations Team Leader.
- c. If the behavior escalates into an uncontrollable situation as perceived by the MWR employee/representative involved, the local police will be called for assistance. Upon return to Fort Monmouth the patron will be suspended from

MWR facilities, activities, programs and events for a period to be determined by the Operations Team Leader and will be informed in writing.

5. Procedures for reprimands and suspensions.

- a. Once a letter of reprimand or suspension has been written a copy will be given to the facility involved and MWR headquarters office for record. Copies will also be provided to all facilities from which the patron is suspended.
- b. A formal reprimand will be kept on file for one year. A letter of suspension will be kept for five years.
- c. If a patron is suspended from any MWR facility, activity, program or event three times they will be permanently banned from MWR.

Salvatore Impollonia
Operations Team Leader

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